

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1	@ay<"2001" and ("379").clas. and ((call adj back) with (voip and (phone or telephone))) and ((home adj page) or (web adj page) or (web adj site))	US-PGPUB; USPAT	OR	ON	2006/02/05 21:57
L2	143	@ay<"2001" and ("379").clas. and (call adj back) and (alert or notification) and (advertisement or commercial)	US-PGPUB; USPAT	OR	ON	2006/02/05 21:58
L3	53	@ay<"2001" and ("379").clas. and (call adj back) and (alert or notification) and (advertisement or commercial) and (client with (software or program or application or script)) and ((server or host) with (software or program or application or script))	US-PGPUB; USPAT	OR	ON	2006/02/05 21:59
L4	19	@ay<"2001" and ("379").clas. and (call adj back) and ((alert or notification) with (client or caller or customer)) and (advertisement or commercial) and (client with (software or program or application or script)) and ((server or host) with (software or program or application or script))	US-PGPUB; USPAT	OR	ON	2006/02/05 21:59
S1	1055	709/220-224.ccls. and @py<"2000"	US-PGPUB; USPAT	OR	ON	2006/02/05 16:53
S2	9	709/220-224.ccls. and @py<"2000" and robot\$4	US-PGPUB; USPAT	OR	ON	2004/04/15 14:50
S3	6	709/220-224.ccls. and @py<"2000" and robot\$4 and client and server	US-PGPUB; USPAT	OR	ON	2004/04/15 14:50
S4	6	709/220-224.ccls. and @py<"2000" and robot\$4 and client and server and network	US-PGPUB; USPAT	OR	ON	2004/04/15 14:55
S5	5	709/223,224.ccls. and @py<"2000" and robot\$4 and client and server and network	US-PGPUB; USPAT	OR	ON	2004/04/15 14:55
S6	147	709/224.ccls. and @py<"2000" and client and server and network	US-PGPUB; USPAT	OR	ON	2004/04/15 17:32
S7	39	709/224.ccls. and @py<"2000" and client and server and network and (market\$3 or ad or advertisement or commercial or sale)	US-PGPUB; USPAT	OR	ON	2004/04/15 17:33
S8	39	709/224.ccls. and @py<"2000" and client and server and network and (market\$3 or ad or advertisement or commercial or sale or sell)	US-PGPUB; USPAT	OR	ON	2004/04/15 17:35

S9	29	709/224.ccls. and @py<"2000" and client and server and network and (market\$3 or ad or advertisement or commercial or sale or sell) and (notif\$8 or alert\$3 or alarm)	US-PGPUB; USPAT	OR	ON	2004/04/15 17:48
S10	2	709/224.ccls. and @py<"2000" and client and server and network and (market\$3 or ad or advertisement or commercial or sale or sell) and (notif\$8 or alert\$3 or alarm) and (callback or "call-back" or "call back")	US-PGPUB; USPAT	OR	ON	2004/04/15 17:55
S11	9	709/224.ccls. and @py<"2000" and client and server and network and (notif\$8 or alert\$3 or alarm) and (callback or "call-back" or "call back")	US-PGPUB; USPAT	OR	ON	2004/11/18 20:54
S12	1	709/224.ccls. and @py<"2000" and client and server and network and (notif\$8 or alert\$3 or alarm) and robot\$3	US-PGPUB; USPAT	OR	ON	2004/04/19 06:39
S13	1	"5678002".pn.	US-PGPUB; USPAT	OR	ON	2005/06/23 17:43
S14	1	"5913040".pn.	US-PGPUB; USPAT	OR	ON	2004/04/22 12:58
S15	0	US005996010A.pn.	US-PGPUB; USPAT	OR	ON	2004/04/22 12:59
S16	1	"5996010".pn.	US-PGPUB; USPAT	OR	ON	2004/04/22 12:59
S17	92	709/224.ccls. and @py<"2000" and (realtime or "real-time")	US-PGPUB; USPAT	OR	ON	2004/11/18 20:54
S18	3	709/224.ccls. and @py<"2000" and client and server and network and (notif\$8 or alert\$3 or alarm) and (callback or "call-back" or "call back") and (realtime or "real-time")	US-PGPUB; USPAT	OR	ON	2004/11/22 15:32
S19	28	709/224.ccls. and @ay<"2000" and client and server and network and (notif\$8 or alert\$3 or alarm) and (callback or "call-back" or "call back") and (realtime or "real-time")	US-PGPUB; USPAT	OR	ON	2004/11/22 15:33
S20	20	709/224.ccls. and @ay<"2000" and client and server and network and (notif\$8 or alert\$3 or alarm) and (callback or "call-back" or "call back") and (realtime or "real-time") and ((client or customer) with (data or inforamtion or status))	US-PGPUB; USPAT	OR	ON	2004/11/22 15:35

S21	16	709/224.ccls. and @ay<"2000" and client and server and network and (notif\$8 or alert\$3 or alarm) and (callback or "call-back" or "call back") and (realtime or "real-time") and ((client or customer) with (data or inforamtion or status)) not genesys.as.	US-PGPUB; USPAT	OR	ON	2004/11/22 15:45
S22	19	709/224.ccls. and @ay<"2000" and client and server and network and (notif\$8 or alert\$3 or alarm) and (callback or "call-back" or "call back") and (realtime or "real time" or "real-time") and ((client or customer) with (data or inforamtion or status)) not genesys.as.	US-PGPUB; USPAT	OR	ON	2004/11/22 16:24
S23	27	709/224.ccls. and @ay<"2000" and client and server and network and (notif\$8 or alert\$3 or alarm) and (callback or "call-back" or "call back") and (realtime or "real time" or "real-time") and ((user or customer) with (data or inforamtion or status)) not genesys.as.	US-PGPUB; USPAT	OR	ON	2004/11/22 16:25
S24	892	"709".clas. and (call adj2 back)	US-PGPUB; USPAT	OR	ON	2005/06/23 13:58
S25	119	"709".clas. and (call adj2 back) and ((client) with agent)	US-PGPUB; USPAT	OR	ON	2005/06/23 13:58
S26	136	"709".clas. and (call adj2 back) and ((client) with (agent or daemon))	US-PGPUB; USPAT	OR	ON	2005/06/23 13:59
S27	6	"709".clas. and ((call adj2 back) with preference) and ((client) with (agent or daemon))	US-PGPUB; USPAT	OR	ON	2005/06/23 13:59
S28	2	"6345305".pn. "5742905".pn.	US-PGPUB; USPAT	OR	ON	2005/06/23 17:56
S29	1132	(call adj2 back) and ((client or customer or user) with (agent or daemon))	US-PGPUB; USPAT	OR	ON	2005/06/23 17:57
S30	270	(call adj2 back) and ((client or customer or user) with (agent or daemon)) and "709".clas.	US-PGPUB; USPAT	OR	ON	2005/06/23 17:57
S31	14	((call adj2 back) with (setting or preference or profile)) and ((client or customer or user) with (agent or daemon)) and "709".clas.	US-PGPUB; USPAT	OR	ON	2005/06/23 21:02
S32	14	((call adj back) with (setting or preference or profile)) and ((client or customer or user) with (agent or daemon)) and "709".clas.	US-PGPUB; USPAT	OR	ON	2005/06/23 21:04

S33	10	((call adj back) with (setting or preference or profile)) and ((client or customer or user) with (agent or daemon)) and "709".clas. and status	US-PGPUB; USPAT	OR	ON	2005/06/23 21:04
S34	5	((call adj back) with (setting or preference or profile)) and ((client or customer or user) with (agent or daemon)) and "709".clas. and ((connect\$7 or online or "on-line" or offline or "off-line") with status)	US-PGPUB; USPAT	OR	ON	2005/06/23 21:08
S35	6	((call adj back) with (setting or preference or profile)) and ((client or customer or user) with (agent or daemon)) and "709".clas. and ((network or availab\$7 or connect\$7 or online or "on-line" or offline or "off-line") with status)	US-PGPUB; USPAT	OR	ON	2005/06/23 21:09
S36	1	S35 not S34	US-PGPUB; USPAT	OR	ON	2005/06/23 21:09
S37	1	"6654815".pn.	US-PGPUB; USPAT	OR	ON	2005/06/24 21:38
S38	492	((call adj back) with (preferen\$9 or profile or trait or character\$7 or setting or (set adj up) or choice or choos\$4 or select\$7)) and (server or host)	US-PGPUB; USPAT	OR	ON	2005/06/24 21:45
S39	208	((call adj back) with (preferen\$9 or profile or trait or character\$7 or setting or (set adj up) or choice or choos\$4 or select\$7)) and (server or host) and (agent or daemon)	US-PGPUB; USPAT	OR	ON	2005/06/24 21:45
S40	154	((call adj back) with (preferen\$9 or profile or trait or character\$7 or setting or (set adj up) or choice or choos\$4 or select\$7)) and (server or host) and (agent or daemon) and ((connect\$7 or (on adj line) or (off adj line) or network) with (status or flag or update or display\$4 or view\$4))	US-PGPUB; USPAT	OR	ON	2005/06/24 21:49
S41	105	((call adj back) with (preferen\$9 or profile or trait or character\$7 or setting or (set adj up) or choice or choos\$4 or select\$7)) and ((server or host) with (agent or daemon)) and ((connect\$7 or (on adj line) or (off adj line) or network) with (status or flag or update or display\$4 or view\$4))	US-PGPUB; USPAT	OR	ON	2005/06/24 21:49
S42	1	"6760767".pn.	US-PGPUB; USPAT	OR	ON	2005/06/26 00:12

S43	1055	709/220-224.ccls. and @py<"2000"	US-PGPUB; USPAT	OR	ON	2006/02/05 16:54
S44	33	S43 and (client with (agent or daemon)) and ((host or server) with (software or application or applet or program))	US-PGPUB; USPAT	OR	ON	2006/02/05 17:29
S45	26	S43 and (client with (agent or daemon)) and ((host or server) with (software or application or applet or program)) and (call or telephone)	US-PGPUB; USPAT	OR	ON	2006/02/05 17:31
S46	26	S43 and (client with (agent or daemon)) and ((host or server) with (software or application or applet or program)) and (call or telephone or phone)	US-PGPUB; USPAT	OR	ON	2006/02/05 17:44
S47	12	S43 and (client with (agent or daemon)) and ((host or server) with (software or application or applet or program)) and (telephone or phone)	US-PGPUB; USPAT	OR	ON	2006/02/05 17:46
S48	3	S43 and (client with (agent or daemon)) and ((host or server) with (software or application or applet or program)) and (telephone or phone) and (ads or advertisement or commercial)	US-PGPUB; USPAT	OR	ON	2006/02/05 18:22
S49	5	S43 and (client with (agent or daemon)) and ((host or server) with (software or application or applet or program)) and ((telephone or phone) with call)	US-PGPUB; USPAT	OR	ON	2006/02/05 18:27
S50	3	S43 and (client with (agent or daemon)) and ((host or server) with (software or application or applet or program)) and (notif\$6 with (phone or telephone or call))	US-PGPUB; USPAT	OR	ON	2006/02/05 19:56
S51	589	@ay<"2001" and ("379").clas. and ((call adj back) with (voip or (phone or telephone)))	US-PGPUB; USPAT	OR	ON	2006/02/05 19:57
S52	194	@ay<"2001" and ("379").clas. and ((call adj back) with (voip or (phone or telephone))) and (market\$4 or advertis\$6 or commercial)	US-PGPUB; USPAT	OR	ON	2006/02/05 19:57
S53	32	@ay<"2001" and ("379").clas. and ((call adj back) with (voip or (phone or telephone))) and (market\$4 or advertis\$6 or commercial) and ((home adj page) or (web adj page) or (web adj site))	US-PGPUB; USPAT	OR	ON	2006/02/05 19:59

S54	1	@ay<"2001" and ("379").clas. and ((call adj back) with (voip and (phone or telephone))) and (market\$4 or advertis\$6 or commercial) and ((home adj page) or (web adj page) or (web adj site))	US-PGPUB; USPAT	OR	ON	2006/02/05 21:18
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| <u>#1</u> | (((callback) <and> (call center))<in>metadata)) <and> (pyr >= 1950 <and> pyr <= 2000) |
| <u>#2</u> | (((callback) <and> acd)<in>metadata)) <and> (pyr >= 1950 <and> pyr <= 2000) |
| <u>#3</u> | (((communication center))<in>metadata)) <and> (pyr >= 1950 <and> pyr <= 2000) |
| <u>#4</u> | (((communication center) <and> (callback))<in>metadata)) <and> (pyr >= 1950 <and> pyr <= 2000) |
| <u>#5</u> | (((communication center) <and> (call-back))<in>metadata)) <and> (pyr >= 1950 <and> pyr <= 2000) |
| <u>#6</u> | (((communication center) <and> (customer) <and> queue)<in>metadata)) <and> (pyr >= 1950 <and> pyr <= 2000) |
| <u>#7</u> | ((((communication center) <or> (help desk)) <and> (customer) <and> queue)<in>metadata)) <and> (pyr >= 1950 <and> pyr <= 2000) |
| <u>#8</u> | (((call center) <and> queue)<in>metadata)) <and> (pyr >= 1950 <and> pyr <= 2000) |
| <u>#9</u> | (((call center) <and> queue)<in>metadata)) <and> (pyr >= 1950 <and> pyr <= 2000) |
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| <u>#12</u> | (((callback))<in>metadata)) <and> (pyr >= 1950 <and> pyr <= 2000) |
| <u>#13</u> | (((callback) <and> queue <and> telephone)<in>metadata)) <and> (pyr >= 1950 <and> pyr <= 2000) |
| <u>#14</u> | (((callback) <and> queue)<in>metadata)) <and> (pyr >= 1950 <and> pyr <= 2000) |
| <u>#15</u> | (((callback) <and> telephone)<in>metadata)) <and> (pyr >= |

1950 <and> pyr <= 2000)

- #16 (((callback) <and> phone)<in>metadata)) <and> (pyr >= 1950
<and> pyr <= 2000)
- #17 (((call center) <and> queue <and> status)<in>metadata))
<and> (pyr >= 1950 <and> pyr <= 2000)
- #18 (((call center) <and> status)<in>metadata)) <and> (pyr >= 1950
<and> pyr <= 2000)
- #19 (((call center) <and> status)<in>metadata)) <and> (pyr >= 1950
<and> pyr <= 2000)



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